

NC MEDICAID COUNTY PLAYBOOK: Intro to Readiness Considerations Workbook



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

The Medicaid Transformation DSS Readiness Considerations Workbook is an internal tool to help Departments of Social Services prepare for the launch of Medicaid transformation. It is a downloadable Microsoft Excel workbook. The pdf file is available so that the workbook can be easily printed. Links to materials in the NC Medicaid County Playbook have been added when applicable. Your Operational Support Team (OST) representative will be reaching out to discuss your readiness with you. In addition to your OST rep, you can also contact the Medicaid Advisory Committee with questions.

The Readiness Considerations Workbook covers the following topics:

- Site Preparation
- Staffing
- Communications
- Training
- Increased Mail
- Warm Transfers
- Enrollment Broker
- Enrollment Packets
- Non-Emergency Medical Transportation
- Additional Considerations

How to Use the Workbook

For each area, you are asked to assess the items in the table below. We recommend that you complete your readiness assessment with all staff impacted by or responsible for work related to Medicaid transformation.

Readiness Consideration	These are the list of items to discuss to help you prepare for transformation. They are divided by topic.
Status	<p>Use this column to indicate your current readiness for each consideration.</p> <p>GREEN: We are ready. We have addressed this action, or it does not apply to us.</p> <p>YELLOW: There are some potential issues, but we have a plan to address them. We are headed in the right direction.</p> <p>RED: This is an area of concern. We do not have a resolution yet for this issue, and do not feel prepared. Discuss this item with your OST representative.</p>
Comments	Add notes here for your discussion with your OST rep. You can also use this column to note updates as you make progress in preparing for transformation.
Action Items	List the actions you need to take to resolve issues you have identified.
Issue Owner	Enter the name of the person in your agency who is responsible for completing the Action Item. Leave blank if there are no issues.
Target Date	Determine a date for each action to be completed.
*We have included a "Caseworker Checklist" worksheet as well to share with direct line staff.	
NOTE: Your OST representative will schedule a call with you to discuss any questions or concerns you have identified when reviewing these readiness considerations.	